

Date: 12/04/03

**PURCHASING DEPARTMENT
100 EAST 11TH STREET
CITY HALL ANNEX
RM 200
CHATTANOOGA, TENNESSEE
37402**

REQUEST FOR PROPOSAL

01/13/2004

Requisition No.: R0065428
Ordering Dept.: Public Works
Buyer: Debbie Talley
Phone No: (423) 757-0643

Items Being Purchased: Cityworks Implementation & Deployment

Request for Proposal for The City of Chattanooga, Tennessee

*****REQUEST FOR PROPOSALS MUST BE RECEIVED*******4:00 PM Local Time on January 13, 2004**

The City of Chattanooga reserves the right to reject any and/or all proposals, waive any informalities in the proposals received, and to accept any proposal which in its opinion may be for the best interest of the City.

The City of Chattanooga will be non-discriminatory in the purchase of all goods and services on the basis of race, color or national origin.

PLEASE PROVIDE US WITH THE FOLLOWING

Phone/Toll Free No.: _____

Fax No.: _____

E-Mail Address: _____

Contact Person: _____

Employer's ID No.: _____

**Request for Proposal
R0065428**

For a
Cityworks Implementation and Deployment

For the
**City of Chattanooga
Chattanooga, Tennessee**

**Proposal Due Date
January 13, 2003
4:00 P.M., EST**

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SECTION I - GENERAL INFORMATION

Introduction

The purpose of this section is to describe the purpose of this RFP and define the scope of the project.

The Cityworks system software is currently in use by a minimal number of users in the Public Works Department in Chattanooga. The Cityworks system has not been fully implemented, training has not been performed and integration with Motorola CSR software has not been developed.

Purpose of RFP

This request solicits proposals to furnish the City of Chattanooga, hereinafter referred to as "The City", with a proposal to implement and deploy the Cityworks software currently licensed by the city.

Specifications describing the implementation requirements can be found in Section IV of this document.

Technical requirements are also included in Section IV of this document. It is The City's intent to select the most suitable solution based on responses to this RFP.

SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION

Introduction

The purpose of this section is to identify the administrative requirements related to this RFP.

Inquiries

Questions concerning this RFP should be submitted by December 17, 2003 and may be sent by fax or e-mail to the attention of:

Debbie Talley
City of Chattanooga
100 East 11th Street
Suite 200
Chattanooga, TN 37402

Phone: (423) 757-4851
Fax: (423) 757-4851 or (423) 757-0949
Email: talley_deb@mail.chattanooga.gov

Pre-proposal Site Visit

It is highly recommend that perspective vendors contact The City for a site visit prior to submitting a proposal.

Exceptions to RFP Specifications

This RFP is intended to describe The City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that differ from the described specifications. Any exceptions to specifications should be clearly noted and will be considered as they apply to the overall interest of The City.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the vendor, shall be included in the proposal.

Vendor-Supplied Materials

Any material submitted by a vendor shall become the property of The City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee, and is issued for The City by the Purchasing Division of the Finance Department.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Incurring Costs

The City is not liable for any cost incurred by vendors prior to the issuance of a purchase agreement for the proposed Cityworks implementation and deployment and will not pay for information solicited or obtained.

Vendor's Proposals

Vendors must submit a response to this RFP in writing and electronically. The electronic format must be MS Word or PDF and issued on a CD. The vendor proposal must follow the format as defined in Section II of this document. The City reserves the right to reject any proposals that do not follow the format outlined in this RFP. Each proposal must be submitted as an original and provide three (3) copies to the issuing office.

Economy of Preparation

Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the Cityworks implementation proposal. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content. Lengthy proposals may be viewed as attempts to obfuscate issues and may be rejected.

Conditions of Agreement

The successful vendor will be expected to enter into contract negotiations with The City that will result in a formal purchase agreement between the parties.

SECTION III – RFP LIFE CYCLE

Introduction

The purpose of this section is to inform prospective vendors of the process that will take place as a result of this RFP. The information contained herein discloses all details about dates, times, and places as they pertain to this RFP.

Response Date

Sealed proposals to be considered must arrive at the issuing office on or before the time and date referred to on the cover sheet of this document.

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, conformity, clarity, and compliance to all the RFP requirements. Proposals not meeting minimum requirements will be rejected and dropped from further consideration.

Oral Presentation

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to The City. Invitations will be given solely at the initiative of The City for such purposes, as The City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory, but may be requested by The City as an option. These conferences may be conducted by telephone or teleconference.

Implementation and Deployment Plan

Vendors will be required by The City to provide a complete implementation and deployment project plan including a training schedule and timeline. A Cityworks demonstration may be required.

Final Evaluation

After all requested oral presentations and any demonstrations have been completed, the final evaluation will begin. In the final evaluation, the proposals submitted by the vendors will be reviewed and a recommendation made by the Cityworks evaluation committee for the proposal they consider to best satisfy their requirements.

Any recommendation by the evaluation team or staff members is subject to review and concurrence or non-concurrence by the Mayor's office that, in turn, will make a recommendation to the City Council. The City Council will make a final decision upon whatever factors it considers pertinent.

Proposal Acceptance

After the final evaluation, the chosen vendor(s) will be notified and contract discussion and negotiation between The City and the selected vendor(s) will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract, but may be modified by provision of the contract. Vendors are requested to submit current contract forms with their proposal for review by The City.

Section IV – Requirements for the Proposed Implementation Plan

Introduction

The purpose of this section is to describe the required and desired features of a Cityworks Implementation for The City. The vendor may propose additional features and options to be considered. The order in which the following items appear in no way represents their priority of importance to this RFP. The City requests that prospective vendors use these specifications to develop proposals within the guidelines set forth in Section II.

General Requirements

The City is seeking a complete project implementation and deployment solution.

The proposal will include analyzing existing databases (people, materials and equipment) currently in production, evaluating current business practices and workflow within Public Works, migration of existing databases into one enterprise system, turnkey development and deployment of the seamless integration of Motorola's CSR 311 system to the current production version of the Cityworks system for data to be passed between the 2 existing systems. Seamless integration should include a notification method in Cityworks to identify new service requests that have not been updated or acknowledged. Email notification of this process is not an option.

For cost comparison purposes, the vendor must provide in their bid an itemized cost schedule that includes all implementation and training costs and data migration from the existing legacy application. The potential vendor will be expected to perform a "discovery" process in order to fully understand The City's operating environment and The City's specific needs with regard to a full Cityworks implementation. The potential vendor will be required to provide a single Project Manager for all proposed project phases.

GIS Data Usage Requirements

The vendor will make recommendations based on the City's existing data communication infrastructure for effectiveness in data transfer and reliability. The recommendation must include minimum and optimum network bandwidth requirements

The vendor will make recommendations based on the City's existing network and City/County network interconnects. This recommendation shall include dependant connectivity with computing resources of all City departments and particularly the interconnections with Hamilton County's GIS.

The vendor shall deliver a matrix of viable options for utilizing Hamilton County's GIS data to support the proposed implementation of Cityworks. The matrix shall clearly state advantages and disadvantages and include implementation costs of each option. The option matrix shall address issues such as batch updates over slow links, data caching/replication, data conflict resolution, and centralized/distributed data stores.

The City shall review the recommendations and select the most suitable option. The vendor shall be responsible for the complete implementation of the chosen option.

Vendor Information

Prospective vendors should provide information pertaining to their organization and this project to include:

- Size of the organization
- Client list including those using products recommended by the prospective vendor
- Number of years in business providing similar applications
- Number of support personnel in the organization
- Number of Cityworks Implementations performed by your company
- Number of Cityworks implementations performed by your company that include the integration to a Motorola CSR 311 Call Center system or another call center system for data transfer between the two systems
- A reference list including clients who have used the vendor's services
- A list of all government clients who have used the vendor's services
- A firm timeline for implementation
- A project start date commitment
- A resource availability date commitment
- Complete references supporting the potential vendor's Project Manager for this project
- Detail information on vendor's "discovery" methodology
- Detail information on any additional software requirements (ie ESRI Arcview/ArcMap, etc)

Prospective vendors should understand that adherence to all vendor-proposed dates and timelines will become part of said vendor's contractual obligation should their proposal be selected by The City for the Cityworks Implementation.

Training

Proposals must include all on-site training of end user and support personnel required for the implementation and use of the application and any proposed new systems software. The vendor shall provide but not be limited to on-site instructors, system documentation, training agendas and outlines, testing and evaluation metrics, remedial training as required and all required software and materials to complete each course.

Details of training requirements are listed below:

Documentation

The vendor shall provide extensive written documentation on Cityworks software and all administrative and operational components of the system.

The documentation shall be made available in both written and electronic formats.

The online documentation shall make extensive use of search and indexing functionality.

The training shall be available as Computer Based Training (CBT) for future new hires and remedial training.

The training shall include but not be limited to all Application Software and any 3rd Party.

Systems Administration

The vendor shall provide training to assist The City's Information Services Support Personnel in isolating and resolving basic problems and provide front line support for the system.

The vendor shall provide training for the Technical Administrator Support Staff to assist the on-site system engineer with the task of administering and managing the system. It is intended for the support staff to provide a liaison relationship between the vendors technical support staff and City management.

Training Plan

The vendor shall develop detailed schedules and timetables.

The City shall review and approve all training plans and schedules.

The bidder shall furnish a copy of its training plan to support this project. The training plan shall include on-site training for all users of the system including but not limited to: end users, supervisors, system administrators, database managers and technical support staff. Training for the system must be broken down on a component/module basis and clearly described. Training must be provided on the same system and hardware to be installed.

Vendor Accountability

The vendor shall provide a metrics for measuring success of each training course. The vendor shall provide a sample metrics for the purposes of responding to this RFP that shall be representative to the metrics used in the execution of the negotiated contract

The vendor shall propose a remedy for failure to train City personnel based on the above schedules including but not limited to:

- Re-medial training
- Refund of training fees and expenses
- Use of 3rd Party Trainers

Test System

Proposals should also include the consideration of a separate but identical test system to be used for training and program testing only.

Cost Detail and Summary

The vendor must itemize all charges for software installation, project management, on-site training, conversion, software customization, maintenance and support, implementation assistance, and any other associated costs. These detail costs can be submitted on the vendor's form but must be summarized on the Cost Summary Form in Appendix A of this RFP.

Project Implementation

The vendor must provide a Project Manager who will be the point of contact for The City for the duration of the implementation of the software system. This Project Manager must be accessible at all times during the implementation and available on site as much as necessary in order to complete the implementation successfully, on time and on budget. The Project Manager must be knowledgeable and experienced in Public Works functions and in the software system. The vendor must provide documentation describing the Project Manager's qualifications and prior experience.

The vendor must provide a project implementation plan describing both customer and vendor responsibilities. This plan must be in sufficient detail to illustrate to The City the vendor's complete understanding of the project's time frame, scope and complexity. Each project phase must be clearly defined including time lines, staff resource allocation required by both parties to complete the work in the project time frame, training, implementation, post-implementation support and final acceptance. The project plan must describe all tasks associated with the implementation of the system, including data conversion. The vendor must provide project management costs, including expenses that will be incurred by The City in the execution of the project implementation plan. The Project Manager must be on site to provide needed assistance at the time the system goes live and at final installation and implementation.

The project timetable must include the requirement that The City be using the application in production by **120 days after purchase**. Should the vendor fail to meet contractual deadlines for any non-City-related reason, the Project Management fees will be reduced by 10 percent for each 30 days overrun (between projected and actual go-live dates).

Acceptance Test Plan

The selected vendor shall provide a System Acceptance Test Plan to demonstrate all functionality proposed in the contract during the development of the implementation plan.

The selected vendor shall provide a Methodology for Corrections and Compliance of problems identified during the acceptance test. The City shall have the right to approve the acceptance test plan and related methodologies prior to implementation.

The software shall operate for a minimum of 30 days of error free operation following live cut over and prior to the Final Acceptance of the system by The City.

Functional Requirements and Strategic Goals

The Cityworks Implementation will include the deployment of Cityworks system to manage assets and maintenance for all Public Works Departments.

The System will integrate with the Motorola 311 call center in a seamless transfer of information from the request level through service level for a computerized tracking of costs for service requests and work performed.

The system will include a method of notification to identify new service requests that have not been updated or acknowledged. Email notification for this method is not an option.

Management reports will be provided in the Cityworks system for budgeting and planning.

Specific Goals of the new system will be to:

- Maintain costs for all resources and assets
- Maintain costs for work order management
- Manage records and histories for individual and grouped assets
- Manage service order request by request type
- Provide a seamless interface between the CSR 311 software and Cityworks software with real-time tracking from service call activity to Cityworks generated activity
- Schedule maintenance based on historical information
- React to “unplanned” events and provide costs based on historical information
- Provide reports upon request to the Mayor, Administrators, and City Council
- Provide budgetary information

Technical Requirements

Our technology is a TCP/IP Wide-Area Network running Microsoft Windows 2003 or 2000 Servers and Microsoft Windows 98/NT/2000/XP clients over mostly T1 lines. Users of this application may be located physically close enough to use a LAN. The database will be Microsoft SQL Server. Recommended workstation and network hardware, printers, operating systems, database, cabling, and communications will be purchased independent of this RFP.

Appendix A

Proposal Cost Summary Form

The undersigned, being familiar with the requirements of The City of Chattanooga Request for Proposal for a Cityworks Implementation proposes to furnish services to The City in accordance with that request.

The summary below reflects projected City costs for the solution acquisition and implementation. Supporting detail must be attached describing hourly rates, projected expenses, software and hardware expenses, annual support and maintenance, discounts along with any other detail that will lead to a clear understanding of the proposal.

ITEM	COST
Project Management	_____
Implementation Costs of Cityworks	_____
Implementation Costs of chosen GIS Option (list options below)	_____
Data Migration/Conversion	_____
Training	_____
All Other Costs (provide detail)	_____
Annual Maintenance	_____
TOTAL	_____
GIS Option 1	_____
GIS Option 2	_____
GIS Option 3	_____

In submitting this proposal, I understand that The City reserves the right to reject any and all proposals.

The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party.

OFFICIAL ADDRESS:

FIRM NAME

(Signature of Principal)

(Title)

(Phone #)

(Date)

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay, or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin, or handicap.
3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. In all materials and equipment contracts or subcontracts in excess of \$10,000 to be performed for the City of Chattanooga, any contractor and/or subcontractor is further required to file in duplicate within ten (10) days of being notified that it is the lowest responsible bidder, an affirmative action plan with the City's Equal Employment Opportunity/Title VI Compliance Officer. This plan shall state the Contractor's goals for minority and women utilization as a percentage of the work force on this project.
5. This Plan or any attachments thereto shall further provide a list of all employees annotated by job function, race, and sex who are expected to be utilized on this project. This plan or attachment thereto shall further describe the methods by which the Contractor or Subcontractor will utilize to make good faith efforts at providing employment opportunities for minorities and women.

During the term of this contract, the Contractor upon request of the City, will make available for inspection by the City of Chattanooga copies of payroll records, personnel documents and similar records or documents that may be used to verify the Contractor's compliance with these Equal Opportunity provisions.

6. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 6 in every subcontract so that such provisions will be requested of each subcontractor. The Contractor agrees to notify the City of Chattanooga of any subcontractor who refuses or fails to comply with these equal opportunity provisions. Any failure or refusal to comply with these provisions the contractor and/or subcontractor shall be a breach of this contract.

(Signature of Contractor)

(Title and Name of Company)

(Date)

REQUIREMENTS FOR INSURANCE COVERAGE

The Contractor shall not commence work under these Contract Documents until he has obtained all insurance required herein nor shall the Contractor allow any Subcontractor to commence work on his subcontract until similar insurance required of the Subcontractor has been obtained by the Subcontractor. Insurance shall be placed by the Contractor with one or more insurance carriers licensed to do business in the State of Tennessee. Each insurance policy shall be renewed ten (10) days before the expiration date of the policy.

Certificates of insurance shall be filed with the City prior to commencement of the work. These certificates shall contain a provision that coverage's afforded under the policies will not be changed or canceled unless at least fifteen (15) days' written notice has been given to the city. The Contract shall not be binding upon the city until the insurance coverage required herein has been obtained and certificates have been filed with the City.

Adequate insurance coverage shall be maintained by the Contractor at all times. Failure to maintain adequate coverage shall not relieve the Contractor of any responsibilities or obligations under these Contract Documents. In the event any insurance coverage is canceled or allowed to lapse, the Contractor will not be permitted to prosecute the work until adequate and satisfactory insurance has been obtained and certificates of insurance furnished to the City. Failure to keep insurance policies in effect will not be cause for any claims for extension of time under these Contract Documents.

All such policies shall be subject to approval by the City Attorney. Should the City Attorney at any time in his sole discretion determine that the insurance policies and certificate provided may not be sufficient to protect the interests of the City because of the insolvency of the insurance company or otherwise, the Contractor shall replace such policies with policies meeting his approval.

The Contractor shall procure and maintain at his own expense, during the Contract Time, insurance as hereinafter specified:

Workmen's Compensation Insurance that shall protect the Contractor against all claims under applicable state workmen's compensation laws shall be maintained. The Contractor shall also be protected against claims for injury, disease or death of employees which, for any reason, may not fall within the provisions of a workmen's compensation law. This policy shall also include an endorsement providing coverage in all states in which work is performed. The Contractor shall require all the Subcontractors to provide similar Workmen's Compensation Insurance for all the Subcontractors' employees on the work unless such employees are covered by the protection afforded by the Contractor. The liability limits shall not be less than that required by statute.

General Public Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims arising from injuries including death, to members of the public or damage to property of others arising out of any act or omission of the Contractor or his agents, employees, or Subcontractors. In addition, this policy shall specifically insure the contractual liability assumed by the successful bidder to defend and indemnify the City of Chattanooga against such claims or suits.

To the extent that the work may require blasting, explosive conditions or underground operation, the comprehensive general public liability and property damage coverage shall contain no exclusion relative to blasting, explosion, collapse of buildings, or damage to underground property.

The comprehensive general public liability and property damage coverage shall also protect the Contractor against all claims resulting from damage to:

1. Private driveways, walks, shrubbery and plantings;
2. Public utility facilities; and
3. U.S. Government monuments.

The liability limits shall not be less than:

Bodily Injury	\$ 500,000 each person \$1,000,000 each occurrence
Property Damage	\$ 250,000 each occurrence \$ 500,000 aggregate

The general public liability and property damage insurance shall carry an endorsement in form satisfactory to the City to the effect that the Contractor shall save harmless the City from any claims and damage whatsoever, including patent infringement. General public liability and property damage insurance shall be kept in force at all times during the course of the work until such time as the work covered by these Contract Documents has been completed and accepted by the City.

Comprehensive Motor Vehicle Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims for injuries to members of the public and damage to property of others arising from the use of motor vehicles, and shall cover operation on or off the site of all motor vehicles licensed for highway use, whether they are owned, non-owned, or hired.

The liability limits shall not be less than:

Bodily Injury	\$ 250,000 each person \$ 500,000 each occurrence
Property Damage	\$ 100,000 each occurrence